



Comprehensive IT Assessments (CITA) Status Brief

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CSPMO, CITA Manager

AITR Meeting June 8, 2011





Agenda

- Schedule reminder
- Major accomplishments
- CITA Report Survey
- Next steps and questions





Schedule reminder

Activity	Task Owner	Deliverable	Date
Develop CITA Task Schedule	Assessment Lead	Schedule	25- April
Request data support from VITA, NG			1-May
Perform review of initial findings, identify major versus minor follow-up opportunities		Draft CITA Report	20-May
Request additional data support from VITA, if applicable			30-May
Perform review of follow-up opportunities			15- June
Submit Draft Report to Agency Head		Draft 2 CITA Report	30- June
Complete tasks in response to Agency Head review			20-July
Submit Final Report to Agency Head, for approval		Final CITA Report	15- August
Agency Head submits CITA report to CIO	Agency Head	CITA Report to CIO	1-Sept- 2011
Submit follow-up information requested by the CIO. Agency Head approves responses.	Assessment Lead, Agency Head	Response to CIO	TBD





Major accomplishments

 Seven CAI contracts bid, 13 responses, five awarded; scope varied by agency

Agency	Status
JYF	Awarded
VDH	Awarded
VSP	Awarded
DOC-DCE	Awarded
DBHDS	Pending
DFS	Awarded
DGIF	Pending





Major accomplishments

- Created SharePoint site to allow richer communication and automate CITA report submissions
- Guidance documentation updated to support online CITA Reporting Survey
 - No Appendix A: Contacted persons to submit
 - Appendix B: Detailed findings all online in survey
 - Appendix C: Implementation plan via upload to site
 - Appendix D: Best practices all online in survey
 - Agency Head Approval: keep e-mail thread as record; do not submit it unless requested by VITA





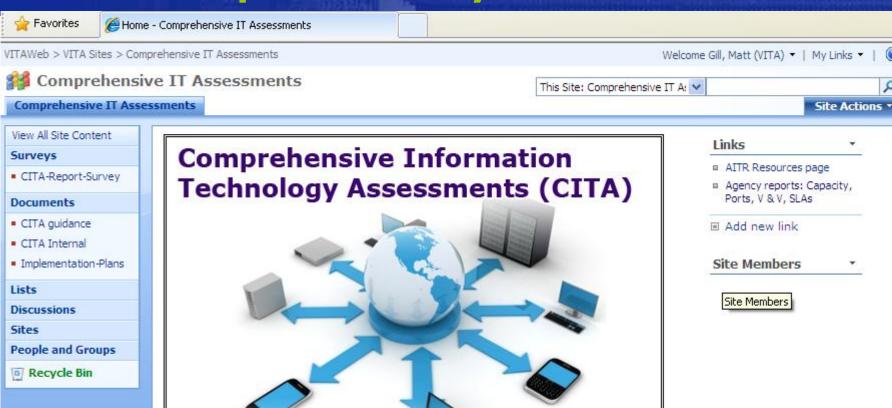
Major accomplishments

- More than 50 attendees at CITA workshops; convened two vendor workshops, two agency workshops, third one is June 9, 3:30 p.m.
- Detailed questions are coming in, showing agencies are digging into the effort





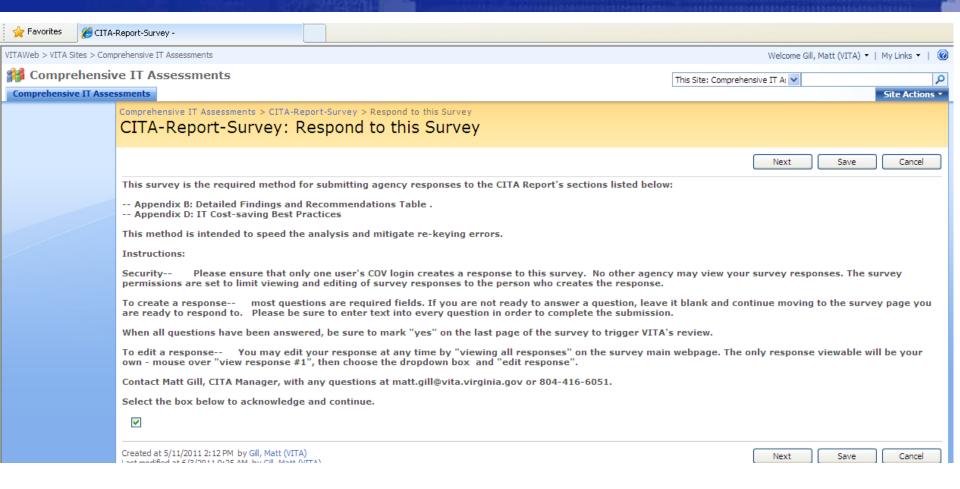
CITA Report Survey



Goal is to help agencies control IT spend







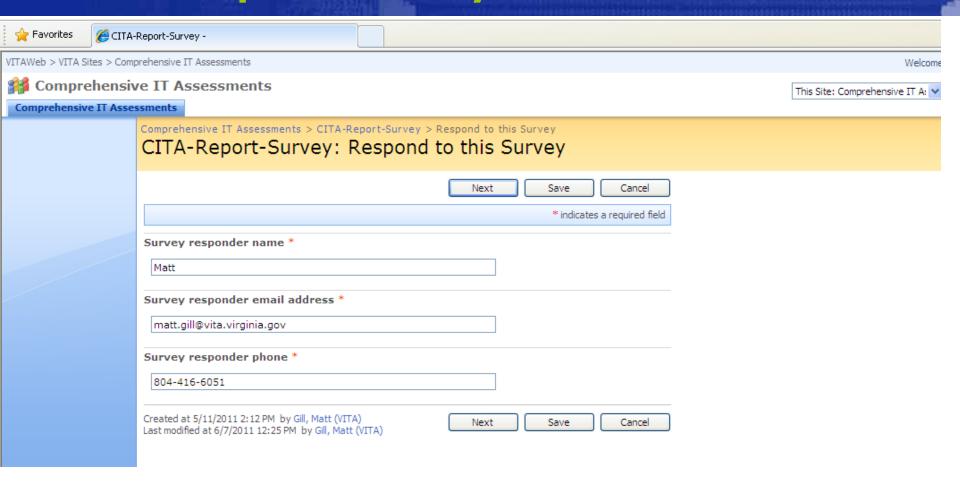




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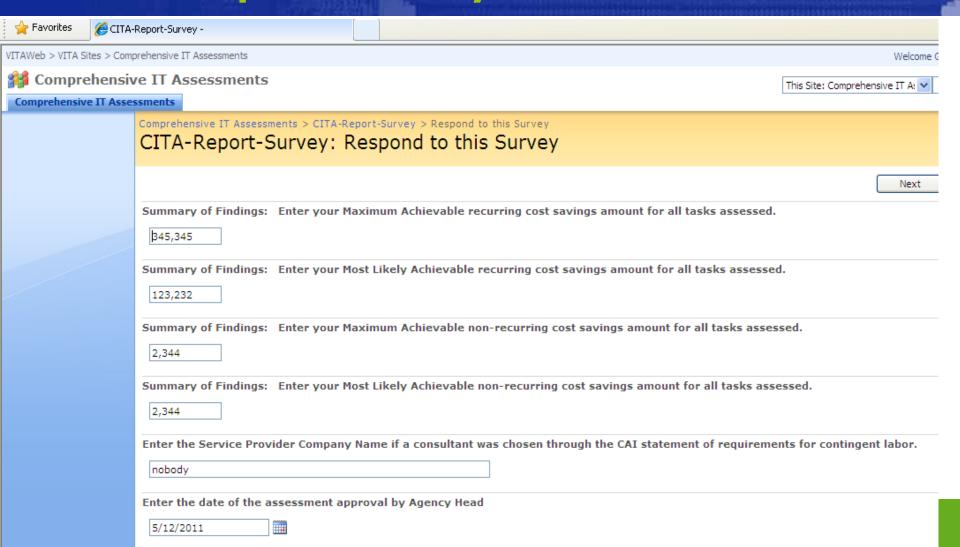
















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	AM-1 Maximum Savings	
	AM-1 Most Likely Savings	
	Asset Management task AM-2: Enter the findings for this task, including any factors limiting achievement of I A AI B / U E E E E E A M M M Agency's asset data review found enough questions about desktop and laptop counts to warrant a wall-to-wall inventory. We found 117 desktops and laptops were found to be in the asset data and VITA bill but had been confirmed as refreshed, replaced, or surplus and therefore should not be charged to Agency.	Maximum Savings.
	AM-2 Maximum Savings 116,532	
	AM-2 Most Likely Savings 95,000	





Next steps

- Next steps
 - Confirm CITA SharePoint access for all who need it
 - Continue to handle questions and publish responses
 - Consider task item-specific workshops for any challenging subject areas
- Questions?





Audit of CoVA Wireless Services

John K. Sheldon

VITA Project Manager

AITR Meeting June 8, 2011





Goals

The project will seek to identify wireless service improvements/cost savings in two areas:

- <u>Audit savings</u> from recognition and correction of inventory/billing errors over and above those already identified by VITA
- Rate optimizations from customers switching to recommended lower-cost plans within their current carrier





Scope

- <u>Customers</u> in scope for this effort include state agencies and localities using CoVA wireless contracts
 - More than 21,000 cellular devices -- phones, mobile e-mail/smart phones and air cards
- Cellular providers in scope for this effort are:
 - Verizon Wireless, AT&T Mobility, Sprint-Nextel, US Cellular, nTelos Wireless
- Scope largely <u>excludes</u> detailed analysis of features, and cross-carrier comparisons





Rationale

Managing cellular expenses

- Aligns with the Governor's emphasis on government reform and savings
- Addresses recent findings by the Auditor of Public Accounts (APA)
- Also part of the Comprehensive Information Technology Assessments (CITA) required of agencies by the Governor and General Assembly in the budget bill





CITA impact

- This VITA project takes the place of agencies having to do their own CITA wireless usage analysis
- Agency net savings from invoice audits and implemented optimization recommendations may be counted toward the agency's CITA cost savings goal





Approach

- Tangoe Inc. hired by VITA to conduct a one-time audit of CoVA cellular services
 - Leading telecommunications expense management (TEM) vendor
- Audit will review bills and rate plans, identify potential savings
 - No out-of-pocket expenses to perform historical audit and recommend rate plan optimization
 - Tangoe fees based on actual savings recovered
 - Agencies must implement recommended optimization changes to realize savings







Cost

VITA will bill agencies for, and pay Tangoe a fee of, 19.5% of savings.

- For <u>audit savings</u>: One-time fee will be based upon 19.5% of the actual savings recovered (over and above those identified by VITA)
- For <u>optimization savings</u>: One-time fee will be 19.5% of 12 x the difference between the monthly baseline (representing current expense management efforts) and the re-rated (optimized) baseline





Roles and responsibilities

- VITA and Tangoe
 - Tangoe will obtain and analyze data and make recommendations
 - VITA will:
 - Review, approve and oversee Tangoe's data collection process
 - Keep customers informed and provide them with instructions for requesting changes (TSR process)
 - Direct carriers to make any approved changes (as part of the normal ordering process)
 - Bill agencies for Tangoe's share of audit savings and implemented optimization changes



Roles and responsibilities (cont.)

- Customer Agencies will be responsible for
 - Reviewing and approving optimization recommendations
 - Reviewing deployment and usage of cellular devices (especially for those reporting zero usage) and initiating changes as appropriate
 - Reimbursing VITA for Tangoe's fee (specific details pending – billing adjustment, etc.)
 - Including the wireless results and any net savings in the agency's CITA assessment





Schedule

Project schedule subject to variability due to cellular usage data complexity and agency approval of recommended optimizations

Current timeline:

- Usage data collection and analysis by Tangoe: May-June
- Findings, working with agencies and cellular carriers to implement recommended optimizations: July-September





Communications plan

- Today's briefing is part of a <u>program of outreach</u> involving: Agency heads, CIOs, AITRs, agency financial/telecommunications staff and others
- VITA is currently providing background and preparatory information. When Tangoe's analysis is completed we'll provide customers with <u>agency-</u> <u>specific</u>, <u>detailed reports and recommendations</u>, and instructions on how to implement any changes
- We'll be using a <u>variety of media</u> to keep folks updated: *Network News, Leadership Communiqué*, AITR reports, CIO Council, etc.